

# United Way's 2-1-1 December 2005 Unmet Request Report



An unmet request is defined as; a request from a caller that is unable to be met, either because the resource available cannot immediately resolve his/her request (waiting list or service temporarily closed), client does not meet eligibility requirements or there were no referrals possible to meet that request. This report does not include requests that may not have been met after an initial referral has been made.

Presenting Problem	REQUESTS						REASONS UNMET						
	Total Requests December 2005	Total Unmet Dec. 2005	% Unmet	YTD Requests	YTD Unmet	YTD % Unmet	No Resource Available in the Community*	Denied by DHS & No Other Resources Available	No Asst. for Co-payments	Request Exceeds Amt. Available	Ineligible	Caller Refused Referral	Other
<b>Economic/Employment</b>	45	3	7%	1735	29	2%							
<b>Health</b>													
Prescription Expense A	60	32	53%	1066	633	59%	4		7	1	5		15
Other Health	220	11	5%	3296	319	10%	9				2		
<b>Basic Needs</b>													
<b>Food</b>													
Baby Food	42	0	0%	521	13	2%							
Congregate Meals	1	0	0%	54	1	2%							
Emergency Food/Food	479	10	2%	5848	113	2%	8				2		
Home Delivered Meals	10	0	0%	74	2	3%							
<b>Clothing</b>	102	1	1%	1193	33	3%							1
<b>Shelter</b>													
Homeless Shelter	156	5	3%	2307	64	3%					1	4	
Mortgage Assistance	45	4	9%	581	66	11%				1	3		
Rent Assistance	440	118	27%	5136	1,350	26%	16	1		11	90		
Rental Deposit Assistan	34	21	62%	673	374	56%	3	2		2	14		
Transitional Shelter	21	0	0%	175	1	1%							
Other Housing	104	4	4%	1696	26	2%	2						2
<b>Utilities</b>													
Electric Bill Assistance	118	17	14%	3119	610	20%	1	1		3	11	1	
Gas Bill Assistance	234	74	32%	5307	1,532	29%	5	10		20	39		
Telephone Bill Assistan	13	11	85%	136	93	68%	11						
Water Bill Assistance	33	9	27%	475	103	22%		1		1	7		

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<b>Other Basic Needs</b>													
Appliances	26	20	77%	276	199	72%	20						
Furniture	73	56	77%	975	663	68%	56						
Moving Expense Assist	7	6	86%	76	44	58%	6						
<b>Transportation</b>													
Local Transportation	108	64	59%	1702	952	56%	59	2			3		
Long Distance Transpo	3	3	100%	66	50	76%	3						
<b>Education</b>	11	0	0%	206	2	1%							
<b>Violence</b>	44	0	0%	749	4	1%							
<b>Justice</b>	88	1	1%	1182	9	1%	1						
<b>Individual/Family Services</b>	29	0	0%	335	5	1%							
<b>Child Development</b>	15	0	0%	215	7	3%							
<b>Youth Development</b>	0	0	-	24	2	8%							
<b>Volunteer Programs</b>	30	0	0%	342	-	0%							
<b>Support Groups</b>	13	0	0%	201	4	2%							
<b>Special Projects</b>													
Christmas Baskets	153	149	-	2642	339	13%	143				6		
Christmas Gifts	985	271	-	6125	373	6%	230				39	2	
Holiday Adoption Progr	48	4	-	253	22	9%					4		
Thanksgiving Baskets	0	0	-	1614	108	7%							

\* Either there is no program providing the service, programs full or no funding currently available)